

12/12/03

Docket # MB 03-82

DA 03-862

Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Consumer Complaints

I am again writing you about the continuing problems with DirecTV / Hughes. As I have stated before DirecTV has more than enough capacity to service Hawaii with all the most popular channels including all the sports but they continue not to because they don't have to.

The main reason for my comment today is that I (Dish Hawaii) am an authorized Hughes Direcway dealer here in Hawaii and sell the Direcway satellite Internet service. On 12/6/2003 I went to the Direcway site that qualifies a customer with their Credit Card and issues me a work order to install the system.

Upon receiving this work order I contacted Direcway to make changes to the satellite configuration so that this customers equipment would work for him here in Hawaii. On Sunday 12/7/03 and Monday 12/8/03 I was repeatedly told that Direcway does not service Hawaii even though they could see that a work order was issued and that I am a Direcway dealer in Hawaii.

After installing the system at the customer's house I called back to Direcway hoping that they would have resolved this problem. I was fortunately able to talk to a customer service agent that knows me from many calls with other customers. After about an hour with him talking to his supervisors he had no resolution except for me to contact my supplier.

I contacted my supplier that same day who contacted Hughes / DirecTV and to date there is no change. I am left hanging with a customer that Hughes has charged for the service and refuse to resolve these issues and having many more customers that want this service but being unable to sell them this service.

The Direcway service is available here in Hawaii and I am a certified Direcway dealer approved by Direcway and have installed many systems.

If you call Direcway or goto it web site you will be told the Direcway is not available to Hawaii.

This is from the Direcway Web Site.

"DIRECWAY service is not available in Alaska & Hawaii, and its usage is subject to the Fair Access Policy."

Direcway Hughes has been denying that Direcway and the one way DirecPc service is available and has been available for well over three years.

Direcway, Hughes and DirecTV are all the same company that continues to refuse to service Hawaii. They should be penalized and fined for these actions. They also should be denied any licensees for broadcasting until they service Hawaii which is part of the USA.

Because of their actions I am now forced not to sell this service because they refuse to deal with us. I have Direcway equipment in stock

that they have made useless and I plan to seek legal actions against them.

Thank You.

Bill Barker

Dish Hawaii

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